

CBB Water System and our customers still face challenges, both from the extreme cold weather we just experienced and another cold snap this coming weekend.

The immediate concern is broken pipes, in and around your home, that may not become apparent until we begin to thaw. **If you experience low water pressure you must check for leaks in and around your house.** Also, please stay in touch with your neighbors and offer to check for them if they are unable to do so themselves.

If you see any major leakage out at the street, beyond your meter, call our office at (318) 965-0015; if we are not there please take note of the emergency numbers on our voicemail announcement.

At this point (Tuesday morning) we are not experiencing low pressure anywhere on the system; however that can change quickly if we have a lot of customer leaks that go unchecked. If the leaks pile up we could begin to see low pressure, low water storage levels, and even an interruption in your service.

Therefore, if you have low pressure as we thaw, it may very well be a leak in, or around your home. If you do have a leak shut off your water at your cutoff valve near your home. If you can't locate such a cutoff valve you can shut off the water at your meter. If you don't have a water meter cutoff key (or tool) you may use a medium to large adjustable wrench (Crescent Wrench) held vertically with a screwdriver inserted through the hole at the end of the wrench. Use the screwdriver for leverage to turn the valve until your meter stops running. CBB crews will likely not be available to do this for you as they will be assessing and addressing any damage to the water system infrastructure. Once you have your water cutoff, assess the damage and call a plumber (or friend or loved one) if you are not able to repair the damage yourself.

CBB will not be able to repair any damage to your pipes or fixtures (basically anything on your side of the meter). We are not licensed or insured to do such work.

Next step will be to make sure you are prepared for more very cold weather this weekend. Plan to protect all exposed pipes around your home (and under your home if it is off the ground). Protect outdoor faucets. Drip the indoor faucets, especially if they are on an exterior wall. Open cabinet and vanity doors where any sink plumbing is located.

Please stay warm and safe!